

Tele : 011-26000111  
Email : [dircomplaints-mod@nic.in](mailto:dircomplaints-mod@nic.in)


Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Thimay, Marg  
New Delhi-110010  
India

22 May 2023

Shri Anirban Chakraborty  
2 No. Motilal Colony,  
Rajbari Colony  
Kolkata-700081,  
(West Bengal)

**CPGRAMS REGN NUMBER DDESW/E/2023/0000058**  
**IN R/O SHRI DEEPAK KUMAR**

1. Ref your CPGRAMS Regn No DDESW/E/2023/0000058 dt 07/01/2023.
2. It is intimated that you have already been replied through appropriate channels. Emergency Certificate is mandatory requirement for processing of your claim for payment.
3. This is for your information please.

  
Col  
Dir (Med)  
For MD ECHS

Details for registration number : DDESW/E/2023/0000058	
Name Of Complainant	Anirban Chakraborty
Date of Receipt	07/01/2023
Received By Ministry/Department	Ex Servicemen Welfare
Grievance Description	
Ex Servicemen Welfare >> Scheme Related >> ECHS Related >> Reimbursement of Medical Claim >> Misc Issues  Service No. of ESM : DELETED Armed Forces where ESM served : DELETED Rank Last Held : Nk ECHS Membership No. : DELETED Registered Mobile No. : DELETED Parent Polyclinic : Salt Lake ----- Respected Official, Kindly go through the attached appeal. Thanks.  With regards, Anirban Chakraborty	
Current Status	Case closed
Date of Action	22/05/2023
Remarks	
PFA	
Officer Concerns To	
Officer Name	COL SK GUPTA (Jt Director Medical)
Organisation name	Medical Treatment Section
Contact Address	Central Organisation, ECHS DELETED
Email Address	jdmed@echhs.gov.in
Contact Number	DELETED
<div>PrintClose</div>	



प्रशासनिक सुधार और लोक शिकायत विभाग  
DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

## CPGRAMS

Centralized Public Grievance Redress And Monitoring System

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Nodal Authority for  
[Appeal](#)



Mobile  
[App](#)

**Welcome : Anirban**  
Chakraborty

Grievance Status for registration number : DDESW/E/2023/0000058

### Grievance Concerns To

<b>Name Of Complainant</b>	Anirban Chakraborty
<b>Date of Receipt</b>	07/01/2023
<b>Received By Ministry/Department</b>	Ex Servicemen Welfare
<b>Grievance Description</b>	<p>Ex Servicemen Welfare &gt;&gt; Scheme Related &gt;&gt; ECHS Related &gt;&gt; Reimbursement of Medical Claim &gt;&gt; Misc Issues</p> <p>Service No. of ESM : DELETED Armed Forces where ESM served : DELETED Rank Last Held : Nk ECHS Membership No. : DELETED Registered Mobile No. : DELETED Parent Polyclinic : Salt Lake ----- Respected Official, Kindly go through the attached appeal. Thanks.</p> <p>With regards, Anirban Chakraborty</p>

**Grievance Document**

**Current Status** Case closed

**Date of Action** 22/05/2023

**Remarks** PFA

**Reply Document**

### Officer Concerns To

<b>Officer Name</b>	Lt Col Sri Kant Kumar (Jt Director Medical)
<b>Organisation name</b>	Medical Treatment Section
<b>Contact Address</b>	Central Organisation, ECHS DELETED
<b>Email Address</b>	jdmed@ech.s.gov.in
<b>Contact Number</b>	DELETED



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Tele No : 2222  
Fax - 222222222222  
dirrckolkata@echhs.gov.in

REGD SDS/ E-MAIL

Regional Centre ECHS  
HQ Eastern Command

202771/CPGRAMS/Med

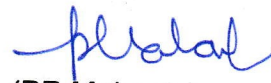
15 May 2023

Anirban Chakraborty  
s/o Nk Gopal Chakraborty (Retired) (Army)  
2 No. Motilal Colony, PO-Rajbari Colony  
Kolkata, West Bengal-700081  
(Email- .....@gmail.com)

**CPGRAMS GRIEVANCE REGISTRATION NO : DDESW/E/2023/0000058**

1. Refer your CPGRAMS Grievance No DDESW/E/2023/0000058 dated 07 Jan 2023.
2. Intimated that your CPGRAM grievance has been addressed to the Appellate Authority and The Director (Medical), Central Organisation ECHS. Hence the same is not pertaining to this office.
3. In view of the above, you are requested to send your CPGRAMS grievance to the concerned office/ appointment.



  
(PR Mohanty)  
Col  
Dir

**Copy to:-**

Dir (Complaints)  
Central Org ECHS

Jt Dir (Complaints & Litigation)  
Central Org ECHS

Station Cell (ECHS) Kolkata

ECHS Polyclinic Salt Lake

for info pl.



Tele No : 2211  
Fax - 2211  
[dirrckolkata@echhs.gov.in](mailto:dirrckolkata@echhs.gov.in)

**REGD SDS/ E-MAIL**

Regional Centre ECHS  
HQ Eastern Command

202771/CPGRAMS/Med

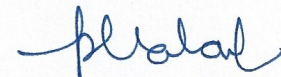
15 May 2023

Anirban Chakraborty  
s/o Nk Gopal Chakraborty (Retired) (Army)  
2 No. Motilal Colony, PO-Rajbari Colony  
Kolkata, West Bengal-700081  
(Email- [anirban.chakraborty@gmail.com](mailto:anirban.chakraborty@gmail.com))

**CPGRAMS GRIEVANCE REGISTRATION NO : DDESW/E/2023/0000058**

1. Refer your CPGRAMS Grievance No DDESW/E/2023/0000058 dated 07 Jan 2023.
2. Intimated that your CPGRAM grievance has been addressed to the Appellate Authority and The Director (Medical), Central Organisation ECHS. Hence the same is not pertaining to this office.
3. In view of the above, you are requested to send your CPGRAMS grievance to the concerned office/ appointment.



  
(PR Mohanty)  
Col  
Dir

**Copy to:-**

Dir (Complaints)  
Central Org ECHS

Jt Dir (Compiants & Litigation)  
Central Org ECHS

Station Cell (ECHS) Kolkata

ECHS Polyclinic Salt Lake

for info pl.





Received on 19 May 2023

AUIRBAU  
CHALRABORTY

S/O NK GOPAL CHAKRABORTY (RETD.) (ARMY)

2ND. MOTILAL COLONY, P.O. RADBART COLONY  
KOLKATA, WEST BENGAL - 700081 ✓

Lemaitre.

@gmail.com)

202771 / CP4Rms / med

17 May 2023




RW 56949043 51N


मुंबई/ नां सूचेदार  
Sub / Nb Sub  
ओ एस / OS  
ई सी एच एस / ECHS  
रीजनल सेन्टर, कोलकाता  
Regional Centre, Kolkata



## Details for registration number : DDESW/E/2023/0000058

Name Of Complainant	Anirban Chakraborty
Date of Receipt	07/01/2023
Received By Ministry/Department	Ex Servicemen Welfare
<b>Grievance Description</b>	
Ex Servicemen Welfare >> Scheme Related >> ECHS Related >> Reimbursement of Medical Claim >> Misc Issues  Service No. of ESM : DELETED Armed Forces where ESM served : DELETED Rank Last Held : Nk ECHS Membership No. : DELETED Registered Mobile No. : DELETED Parent Polyclinic : Salt Lake ----- Respected Official, Kindly go through the attached appeal. Thanks.  With regards, Anirban Chakraborty	
Current Status	Under process
Date of Action	04/05/2023
<b>Officer Concerns To</b>	
Officer Name	Col Pratap Ranjan Mohanty (DIRECTOR)
Organisation name	KOLAKTA
Contact Address	Regional Centre ECHS-Kolkata DELETED
Email Address	dirrckolkata@echhs.gov.in
Contact Number	DELETED

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## Protest: CPGRAMS COMPLAINT REGN NO DDESW/E/2022/02600 IN R/O ANIRBAN CHAKRABORTY

1 message

---

**Gopal Chakraborty** <DELETED@gmail.com>

Tue, 10 Jan 2023 at 08:00

To: Col Sandeep Kumar Gupta <JDMED@echs.gov.in>

Cc: MAJ GEN NR INDURKAR SM <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Col A C Nishil <DIRMEDECHS-MOD@nic.in>, Surg Capt Rajesh Batlish <JDMED.NAVY@echs.gov.in>, Brig Jitendra Singh <DYMDECHS-MOD@nic.in>, LT COL VIDYUT MUKHERJEE RETD <saltlake@echs.gov.in>, Lt Col SC Katoch <shqkolkata@echs.gov.in>, Dir RC Kolkata ECHS <dirrcolkata@echs.gov.in>

To,  
Col Sandeep Kumar Gupta  
The Jt. Director Medical  
C.O. E.C.H.S.,

Respected Official,

The Managing Director and the Director RC Kolkata are expecting my father and me to visit the Director RC Kolkata; but unless you address the issues with your ambiguous and belated direction to the RC Kolkata in respect of DDESW/E/2022/02600 as raised in the PGPORTAL grievance having docket no. DDESW/E/2023/0000058, we are unable to visit the Director.

It just seems that no one from the RC Kolkata has the habit of reading post University, which has resulted in without going through the appeal giving the absurd reply by the RC in response to your direction; your over reliance on their wit, thus, is a wrong reason to shift a part of your responsibility on them.

You are, therefore, requested to address the PGPORTAL grievance having docket no. DDESW/E/2023/0000058 (appeal dated 8th Jan 23 and filing date 7th Jan 23), ASAP. Thanks.

Hopefully, &c.,  
Anirban Chakraborty  
(Authorised representative and the patient party)

S/o  
Nk Gopal Chakraborty (Retd.)  
2 No. Motilal Colony, P.O.: Rajbari Colony, Kolkata 700081, West Bengal

Ph. DELETED

ECHS Polyclinic: Saltlake  
RC: Kolkata

[Quoted text hidden]



## Protest: CPGRAMS COMPLAINT REGN NO DDESW/E/2022/02600 IN R/O ANIRBAN CHAKRABORTY

1 message

**P R MOHANTY** <dirrckolkata@echs.gov.in>

Mon, 9 Jan 2023 at 10:20

To: DELETED@gmail.com

Cc: MAJ GEN NR INDURKAR SM <MDECHS-MOD@nic.in>, Col Anirudh Shekhawat <DIRCOMPLAINTS-MOD@nic.in>, Col A C Nishil <DIRMEDECHS-MOD@nic.in>, Col Sandeep Kumar Gupta <JDMED@echs.gov.in>, Surg Capt Rajesh Batlish <JDMED.NAVY@echs.gov.in>, Brig Jitendra Singh <DYMDECHS-MOD@nic.in>, LT COL VIDYUT MUKHERJEE RETD <saltlake@echs.gov.in>, Lt Col SC Katoch <shqkolkata@echs.gov.in>

Dear Beneficiary,

I am available in my office from 9 AM to 3 PM on all working days. kindly message me on 943DELETED in the morning of the day you wish to vis for me to coordinate your entry to Fort William.

Regards

with best wishes

**Director ECHS RC Kolkata**  
**Ex Servicemen Contributory Health Scheme**  
**HQ Eastern Command**

**DELETED**

**Central Org - Toll Free- DELETED**

**From:** DELETED@gmail.com

**To:** "MAJ GEN NR INDURKAR SM" <MDECHS-MOD@nic.in>

**Cc:** "P R MOHANTY" <dirrckolkata@echs.gov.in>, "Col Anirudh Shekhawat" <DIRCOMPLAINTS-MOD@nic.in>, "Col A C Nishil" <DIRMEDECHS-MOD@nic.in>, "Col Sandeep Kumar Gupta" <JDMED@echs.gov.in>, "Surg Capt Rajesh Batlish" <JDMED.NAVY@echs.gov.in>, "Brig Jitendra Singh" <DYMDECHS-MOD@nic.in>, "LT COL VIDYUT MUKHERJEE RETD" <saltlake@echs.gov.in>, "Lt Col SC Katoch" <shqkolkata@echs.gov.in>

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वसुधैव कुटुम्बकम्  
ONE EARTH • ONE FAMILY • ONE FUTURE



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## Protest: CPGRAMS COMPLAINT REGN NO DDESW/E/2022/02600 IN R/O ANIRBAN CHAKRABORTY

1 message

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**Gopal Chakraborty** <DELETED@gmail.com>

Sun, 8 Jan 2023 at 08:00

To: MAJ GEN NR INDURKAR SM <MDECHS-MOD@nic.in>

Cc: P R MOHANTY <dirrkolkata@echs.gov.in>, DIRECTOR (COMPLAINTS & LITIGATION) <DIRCOMPLAINTS-MOD@nic.in>, DIRECTOR MEDICAL ECHS <DIRMEDECHS-MOD@nic.in>, Col Sandeep Kumar Gupta <JDMED@echs.gov.in>, JT DIRECTOR (MEDICAL & CLAIMS) ECHS <JDMED.NAVY@echs.gov.in>, DY MANAGING DIRECTOR ECHS <DYMDECHS-MOD@nic.in>, Col Soumitra Mukherjee <saltlake@echs.gov.in>, Lt Col SC Katoch <shqkolkata@echs.gov.in>

Respected Managing Director C.O. E.C.H.S.,

You are requested to get me a date of appointment with the Director RC Kolkata only after going through the attached document (PGPORTAL Docket No. DDESW/E/2023/0000058 dated 7th Jan 2023).

I hope the attached document would serve as a heart to heart conversation with you at first, and after that if you find yourself in the position capable of mend the damage; then please direct every concerned official to do the needful at the earliest.

Please feel free to write to me. Thanks.

Hopefully, &c.,

Anirban Chakraborty

(Authorised representative and the patient party)

S/o

Nk Gopal Chakraborty (Retd.)

2 No. Motilal Colony, P.O.: Rajbari Colony, Kolkata 700081, West Bengal

Ph. DELETED

ECHS Polyclinic: Saltlake

RC: Kolkata

[Quoted text hidden]



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## PGPORTAL - Grievance Registration

1 message

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**PGPORTAL** <cpgrams-darpg@nic.in>  
To: DELETED@gmail.com

Sat, 7 Jan 2023 at 23:45

**Dear Sir/Madam,**

Your grievance has been registered successfully in Public Grievances Portal.  
**Registration No. : DDESW/E/2023/0000058.**

For more details visit <https://pgportal.gov.in/>.

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Note: This is a system generated mail. Please do not reply to it.





प्रशासनिक सुधार और लोक शिकायत विभाग  
DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

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Centralized Public Grievance Redress And Monitoring System

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Appeal](#)

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Welcome : Anirban  
Chakraborty

Grievance Status for registration number : DDESW/E/2023/0000058

#### Grievance Concerns To

**Name Of Complainant** Anirban Chakraborty

**Date of Receipt** 07/01/2023

**Received By  
Ministry/Department** Ex Servicemen Welfare

**Grievance Description** Ex Servicemen Welfare >> Scheme Related >> ECHS Related >> Reimbursement of Medical Claim  
>> Misc Issues

Service No. of ESM : DELETED  
Armed Forces where ESM served : DELETED  
Rank Last Held : Nk  
ECHS Membership No. : DELETED  
Registered Mobile No. : DELETED  
Parent Polyclinic : Salt Lake  
-----

Respected Official,  
Kindly go through the attached appeal. Thanks.

With regards,  
Anirban Chakraborty

**Grievance Document**



**Current Status** Under process

**Date of Action** 07/01/2023

#### Officer Concerns To

**Officer Name** COL SK GUPTA (Jt Director Medical)

**Organisation name** Medical Treatment Section

**Contact Address** Central Organisation, ECHS DELETED

**Email Address** jdmed@ech.s.gov.in

**Contact Number** DELETED



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Details for registration number : DDESW/E/2023/0000058

Name Of Complainant	Anirban Chakraborty
Date of Receipt	07/01/2023
Received By Ministry/Department	Ex Servicemen Welfare
Grievance Description	
Ex Servicemen Welfare >> Scheme Related >> ECHS Related >> Reimbursement of Medical Claim >> Misc Issues	
Service No. of ESM : DELETED Armed Forces where ESM served : DELETED Rank Last Held : Nk ECHS Membership No. : DELETED Registered Mobile No. : DELETED Parent Polyclinic : Salt Lake ----- Respected Official, Kindly go through the attached appeal. Thanks.  With regards, Anirban Chakraborty	
Current Status	Under process
Date of Action	07/01/2023
Officer Concerns To	
Officer Name	COL SK GUPTA (Jt Director Medical)
Organisation name	Medical Treatment Section
Contact Address	Central Organisation, ECHS DELETED
Email Address	jdmed@echhs.gov.in
Contact Number	DELETED
<div>PrintClose</div>	

Anirban Chakraborty

S/o Nk Gopal Chakraborty (Retd.)

2 No. Motilal Colony, P.O.: Rajbari Colony,  
Calcutta 700081, (N) 24 Pgs. , West Bengal,

DELETED,

DELETED.

DELETED

DELETED@gmail.com

**Appeal against rejection of  
reimbursement**

Ref. CPT/ACFSH/COECHS/E7(11C)  
Nº

To,

Appellate Authority and The Director (Medical)  
C/o The Managing Director

Central Organisation,  
Ex-Servicemen Contributory Health Scheme,  
Ministry of Defence (Army),  
DELETED,  
DELETED

Dated Calcutta the 8<sup>th</sup> January 2023.

Subject:

**A complaint of ambiguous and vague direction of the C.O. E.C.H.S.  
w.r.t. the appeal having PGPORTAL Docket No. DDESW/E/2022/02600  
against rejection of reimbursement claim by the Regional Centre Kolkata for the want of  
Emergency Certificate, in the case of deficiency in service of the E.C.H.S.**

References:

- 1) **Application for waiver and reimbursement** being no. APP/GCFFR/ECHSPSL/97 dated 16<sup>th</sup> May 2022.
- 2) **Forwarding letter of the PC. Salt Lake** being no. PC127/ECHS/Ex Nk Gopal/Re imb/22 dated 30<sup>th</sup> May 2022.
- 3) **RC Kolkata's rejection letter** being no. 202771/Waiver/Med dated 11<sup>th</sup> Jun 2022.
- 4) RC Kolkata acquitting Dr. Abhijit Chatterjee in the PGPORTAL Complaint having Docket No. DDESW/E/2022/01260, Col P.R. Mohanty's letter being no. 202771/CPGRAMS/Med dated 20<sup>th</sup> Jun 2022.
- 5) Clarification reply email of the RC Kolkata dated 27<sup>th</sup> Jun 2022 on the rejection of the aforesaid application.
- 6) RC Kolkata acquitting Dr. Sourav Sinha in the PGPORTAL Complaint having docket No. DDESW/E/2022/01813, Lt Col S.K. Ray's letter being no. 202771/CPGRAMS/Med dated 6<sup>th</sup> Aug 2022.
- 7) **RTI Application** being no. RTI/ACFSH/DESW/8AC(136) having Docket No. DEXSW/R/E/22/00891 dated 11<sup>th</sup> Sep 2022.
- 8) **Appeal against rejection of the reimbursement claim** being no. APL/ACFSH/COECHS/8AF(11C) dated 9<sup>th</sup> Oct 2022 having PGPORTAL Docket No. DDESW/E/2022/02600.
- 9) **C.O. E.C.H.S.'s reply to the appeal**, letter no. B/49770/AG/ECHS/CPGRAMS/2022 dated 30<sup>th</sup> Dec 2022.
- 10) **Absurd reply from the RC Kolkata** being no. 202771/Re-imb/Med dated 31<sup>st</sup> Dec 2022, in respect to the direction of the C.O. E.C.H.S.

Respected Official,

**Authority:** The complainant is in the capacity of being the patient-party, offspring, and authorised representative of

**Nk Gopal Chakraborty (Retired) (Father)**

DELETED, R/O DELETED

ECHS Card No.: DELETED<sup>1</sup>

ECHS Polyclinic: Salt Lake,

Regional Center: Kolkata, West Bengal

**Brief:** It is to remind the E.C.H.S. that the doctors and the specialist of CH(EC) who were treating my father, since the finding of Left Lower Lobe Non Enhancing Lung Lesion, left no test undone like CXR and CT for several times, bronchoscope guided biopsy once, and FNAC twice - unfruitful though and misdiagnosed. Even the Head of the Chest Department of the PG-SSKM Hospital (Govt. of W.B.) failed to give a definitive diagnosis and cure. In the opinion of the CH(EC), therefore, it was best for my father to get treatment from empanelled Pulmonologist, and so my father was then referred<sup>2</sup> to the BM Birla Hospital by the CH(EC). Since then my father is under paid treatment of non-empanelled Pulmonologist Dr. Pawan Agarwal from the empanelled BM Birla Hospital. So it is expected from the E.C.H.S. to respect the final decision made by the then doctors and specialist from the CH(EC).

Once Dr. Sulagna Bagchi, the Ex-Medical Officer, of the Salt Lake Polyclinic not only prescribed X-Ray of the ailing knee of my father, but also treated the knee diagnosed with osteoarthritis. On the other hand, during the pandemic, Corona, on behalf of my father I went to Dr. Abhijit Chatterjee, Medical Officer, of the Salt Lake Polyclinic and requested to prescribe for my father the test Chest X-Ray as advised by the treating Pulmonologist, Dr. Pawan Agarwal. My request was straightforward rejected and Dr. Abhijit Chatterjee referred my father to the Chest OPD of the CH(EC) on 23<sup>rd</sup> March 2021.

Where the Polyclinic Doctor having more than five years<sup>3</sup> of experience with the protocols of the E.C.H.S. did not use its discretionary power to prescribe a simple Chest X-Ray, there was very likelihood that CH(EC) would add more to misery. We had an appointment with Dr. Pawan Agarwal after one week, so my father had no time left to gamble and to give time to the Chest Specialist of CH(EC) to decide whether in its opinion my father needs a Chest X-Ray or painkiller first. On the next day, i.e. 24<sup>th</sup> March 2021, therefore, my father got the Chest X-Ray done on payment from VIP Apex Medical Centre (non-empanelled).

**Deficiency in service on the part of Dr. Abhijit Chatterjee** is due to failure to prescribe the basic medical test Chest X-Ray under E.C.H.S. and refer my father to the Radiology department of the CH(EC) or to an empanelled diagnostic centre

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<sup>1</sup> Copy of the E.C.H.S. Card is enclosed.

<sup>2</sup> Copy of the referral paper and a letter is enclosed herewith.

<sup>3</sup> As per the RTI Reply dated 2<sup>nd</sup> Jan 2023 from HQ Bengal Sub Area.

for getting the CXR done, given the worsening lung condition of my father, affected from COPD and other comorbidities. Given that, by the paid Chest X-Ray Report the pulmonologist worryingly gave finding to Pulmonary Emphysema, **for the very first time**; Dr. Abhijit Chatterjee, therefore, failed to merit the confidence of my father entrusted to its care, and failed to render to my father a full measure of service and devotion.

Consequently, the striking difference between treatment provided by the Ex-Medical Officer, Dr. Sulagna Bagchi, and the Medical Officer Dr. Abhijit Chatterjee in service have done much damage to the impression of the E.C.H.S. and so the sentiment of my father qua beneficiary is badly hurt.

In email dated 11<sup>th</sup> Apr 2022, I wrote to the Managing Director:

*Brief:*

*My father, aged 59 years and an ECHS beneficiary, injured himself while doing some household work on 6th April 2022; the joint of the thumb of my father's left hand is being affected, on which my father applied Volini and hot compression. I suggested cold compression with an ice bag, on 7th April, as the pain in the joint has been still there. After that on my enquiry, lastly on 8th April, my father said that the pain has subsided.*

*Cause of action:*

*But, on 9th April I accidentally found the painkiller ibuprofen on my father, and so I have given an earful to my father for not letting me know about the OTC painkiller - how could the DKD patient take the painkiller where the consultant nephrologist has strongly advised against. Further I inspected the joint and found much swollen. ...*

*Consequence:*

*In the evening of the 9th April, on my persuasion, my father have got a X-ray done from our local medical facility (non-empanelled), report is due in today's morning, after taking an OPD appointment with local orthopaedic surgeon in today's morning.*

In the morning of 11<sup>th</sup> Apr 2022, with the report of X-Ray my father preferred to visit on payment Dr. P.K. Guha, Orthopaedic Surgeon (local OPD Clinic), more than visiting 1+1 hours away Salt Lake Polyclinic or 2+2 hours away Command Hospital (EC) by bus, with the unbearably painful, swollen, and unable thumb - the indispensable digit to hold things and secure own self to bus's handle. After seeing the X-Ray, Dr. P.K. Guha diagnosed the thumb with osteoarthritis and prescribed painkiller.

Dr. P.K. Guha did not treat like the Ex-M.O., Dr. Sulagna Bagchi, so in the morning of the next day, i.e. 12<sup>th</sup> Apr 2022, I emailed all report and prescription to Dr. Sourav Sinha, Medical Officer in Polyclinic Salt Lake, and requested second opinion - **at least to lessen the pain and to enable my father to travel to the Polyclinic**, which is situated in major I.T. hub, in over crowded bus full with Information Technology professionals and State Government officials destined beyond.

My request for the second opinion from Dr. Sourav Sinha through telemedicine was categorically rejected and the doctor mandated personal appearance of my father in the Polyclinic.

**Deficiency in service on the part of Dr. Sourav Sinha** is due to enforcing ruthless policies of the E.C.H.S. and is also due to failure to understand that my father has limited resources with miniscule amount of pension; **the cost of ambulance is far greater than the cost of treatment locally availed; the E.C.H.S. would not reimburse the cost of ambulance for traveling to the Polyclinic Salt Lake,** and that would be determinant to the worsening financial condition of my father in view of the pending reimbursement claims; my father should not be forced to do expenditure beyond means for the performance of the policies of the E.C.H.S., which would prove more deadly than the disease itself.

Being hopeless and disgusted due to deteriorating service of the E.C.H.S. and knowingly that because of diabetic kidney disease painkiller is poison for my father, my father on getting hurt to thumb preferred to have ibuprofen silently than visiting the PC. The E.C.H.S. had no problem with that until I asked my father to visit local doctors for treatment of the swollen and painful thumb, asked Dr. Sourav Sinha of the PC Salt Lake for the second opinion, and my father submitted the application for waiver and reimbursement of the cost of the treatment dated 16<sup>th</sup> May 2022 signed in ink. If this is not deficiency in service; then what else could be?

The Officer-in-Charge of the PC Salt Lake forwarded digitally signed application for waiver and reimbursement to the Regional Centre Kolkata<sup>4</sup>. The R.C. Kolkata, however, **rejected<sup>5</sup> the application for the want of Emergency Certificate** and refused to admit deficiency in service.

The appeal dated 9<sup>th</sup> Oct 2022 having PGPORTAL Docket No. DDESW/E/2022/02600 was filed against rejection of the reimbursement claim by the R.C. Kolkata; for which on 29<sup>th</sup> Dec 2022 the Joint Director Medical, Col Sandeep Kumar Gupta, of the C.O. E.C.H.S. directed the R.C. Kolkata:

*2. You are requested to resolve the issue at your end, reply to indl under intimation to this HQ. Also process the reimbursement claim through parent Polyclinic vide CO ECHS letter No. B/49770/AG/ECHS dated 28 Nov 2019.*

**Cause of action:** In response, the same official from the R.C. Kolkata who rejected the reimbursement claim at the very first place for want of Emergency Certificate, Col Pallabhi

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<sup>4</sup> Forwarding letter being no. PC127/ECHS/Ex NK Gopal/Re imb/22 dated 30<sup>th</sup> May 2022, copy enclosed.

<sup>5</sup> RC Kolkata's letter being no. 202771/Waiver/Med dated 11<sup>th</sup> June 2022 and reply email dated 27<sup>th</sup> June 2022, copies enclosed.

Konar, has given an absurd, nonsense, and irrelevant reply<sup>6</sup> **pertaining to other claims**, without going through the contents of the appeal, which was forwarded by the C.O. E.C.H.S.

In protest, therefore, on 1<sup>st</sup> Jan 2023 I emailed to the Managing Director, Maj Gen NR Indurkar, of the C.O. E.C.H.S.; to which the M.D. replied:

*Dear Anirban,*

*Please refer to the trail mail. If you wish to take my suggestion, please visit the Regional Centre Kolkata and meet the Director there. Have a heart to heart chat with him. He will oblige and let you know the rules and regulations. This exchange of numerous emails does not help. One visit will probably sort out a lot of things.*

**Dir RC Kolkata Only.** *Please meet the complainant if he wants to meet you and resolve the problems through a chat across the table.*

It is simply impossible that I refuse to honour the M.D.'s request. Before visiting the Director R.C. Kolkata, face to face, however, I need to ascertain the following two things:

- 1) Expectations that I shall have from the Director R.C. Kolkata, given my bitter past experience with the individual.
- 2) The nature of the aforesaid direction of Col Sandeep Kumar Gupta in r/o the PGPORTAL Docket No. DDESW/E/2022/02600, **of which different people are getting different meanings.**

**Reasons to worry:** The M.D. wants me to have from the Director R.C. Kolkata a lesson on the "rules and regulations" and on the policies of the E.C.H.S. In one account of requesting the M.D. for sanction for the prescribed physiotherapy of the affected thumb of my father during the then prevailing heatwave, in hard way I learnt from the Director R.C. Kolkata the following lesson on the policies of the E.C.H.S.:

*I received one phone call from RC Kolkata today, 11:48AM (81DELETED), and the calling official made it clear that even if my father submits a signed application for the needful, the request would be rejected.*

*I tried to make that official understand that the health condition of my father is poor and doing journey to the CH(EC) daily for 3 weeks is risky and could result in emergency situation.*

*That official said either get physiotherapy done on payment from nearest non empanelled medical facility without reimbursement or get physiotherapy from CH(EC) and **if the health of my father worsens during journey and emergency occurs then the ECHS would reimburse the expenditure for emergency treatment from non empanelled hospital.***

---

<sup>6</sup> RC Kolkata's letter being no. 202771/Re-imb/Med dated 31<sup>st</sup> Dec 2022, copy enclosed.

*I know that prevention is better than cure, but the attitude of that official is just the opposite. Why make the beneficiaries to suffer and to aggravate their conditions so that a non emergency condition turns into an emergency situation in dummy mode of ECHS?*<sup>7</sup>

**Consequence of deficiency in service:** Due to unbecoming, intolerable, and abusive behaviour of Dr. Sourav Sinha I preferred to file the PGPORTAL Docket No. DDESW/E/2022/01813 dated 10<sup>th</sup> July 2022 requesting the Officer-in-Charge of the PC Salt Lake to order the doctor to maintain decorum of the PC Salt Lake. As the result of which, for vengeance, on 25<sup>th</sup> July 2022 the doctor abruptly did not issue the following medicines for chronic diseases of my father, which are ordinarily issued every month:

1. Esomeprazole 40mg (for GERD),
2. Cholecalciferol 60000 sachet (for OA),
3. Hydroxy Propyl Methylcellulose Eye Drop (for NPDR),
4. Folic Acid Tablet 5mg (for chronic anaemia),
5. Heamatinic Tablet (for chronic anaemia),
6. Theophylline 400mg (for COPD).

It was criminal negligence and much more, consequence of which my father was forced to visit Dr. Sourav Sinha on 29<sup>th</sup> July 2022 **for the second time** in the same month, and **in the way to the Polyclinic my father have had a bus accident followed by emergency ICU Admission on 2<sup>nd</sup> Aug 2022.**

To add insult to injury, the R.C. Kolkata replied to the aforesaid PGPORTAL request dated 10<sup>th</sup> July 2022:

*2. Your complaint has been examined by this office and the matter has been discussed with Stn Cell ECHS Kolkata and ECHS Polyclinic Salt Lake. Brief outcomes of the case is as under:-*

*(b) The balance of the charges is complaint appear delusionary **since the polyclinic staff denies occurrence of any such incident.** The charges also do not pertain to the treatment process required by the patient. Hence they do not merit any attention...*

*(c) The complainant appears to not have adequate knowledge on the ECHS treatment process and protocols which are quite explanatory and straight forward. Hence the misunderstanding of complainant appears to have exhibited aggressive allegations.*<sup>8</sup>

In the aforesaid PGPORTAL request dated 10<sup>th</sup> July 2022, I complained that Dr. Sourav Sinha talked to me in filthy language in the privacy of its room. It is not surprising that the accused would initially deny, as denial is part of the usual, at

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<sup>7</sup> Copy of the email dated 2<sup>nd</sup> May 2022 is enclosed.

<sup>8</sup> Lt Col S. K. Ray from the R.C. Kolkata writes in the letter no. 202771/CPGRAMS/Med dated 6<sup>th</sup> Aug 2022, copy is enclosed.



least initial, behavioural pattern of the accused. Without, therefore, properly investigating the matter and in hurry due to the bus accident, the R.C. Kolkata not only acquitted Dr. Sourav Sinha from all charges but also blamed me for exhibiting "aggressive allegations". The fact that the Director, Col P. R. Mohanty, knows that "No such data is held as communication by Polyclinic Medical officer/Dental officer with ECHS beneficiaries is mostly verbal inside the doctors chamber"<sup>9</sup>

**INFURIATES ME BEYOND WORDS.** Had investigation been done properly Dr. Sourav Sinha would have been reprimanded for its "aggressive" behaviour, indeed. Had the R.C. Kolkata taken prompt action on my PGPORTAL request dated 10<sup>th</sup> July 2022 the bus accident could have been prevented.

**Intention:** What keeps me from dragging every accused person to the lower criminal court is the resultant blemish and bitterness that the happy memories of my father with the Army, with which my father lives today and always, will acquire eventually. In this context, I have written to the Central Information Commission the following:

When end of life is about to come, the wall clock in home comes at rest before: television programs do not seem entertaining anymore; news seems insignificant; social interactions are like déjà vu; diseases prolong every second passing by. Looking at the face of death, however, what keeps someone alive are its memorable moments of the aspiring, adventurous, and amusing life it had before. For e.g., the special moment when a soldier was commissioned in Military and the special moments when the soldier did acts of bravery, acts of benevolence, and innocent acts of humor. To the withering ex-servicemen, therefore, the environment of Ex-Servicemen Contributory Health Scheme gives a sense of familiarity and belongingness and precipitates the sacred memories to live with.

Clearly, the concerned officials of the Army and the E.C.H.S. do not have any idea of that; they have no regards at all. Moreover, they are not honoring my effort to normalize the situation, and they are giving misleading reply or denying, in that respect I wrote in my RTI Appeal dated 10<sup>th</sup> Nov 2022:

The RTI Application, therefore, was filed not to unearth information new to me and my father; rather it was filed to confront the E.C.H.S. officials at the Polyclinic Salt Lake, Regional Centre Kolkata, Station HQ. Bengal Area, and Central Organization E.C.H.S. who denied the facts, manipulated the facts, misrepresented and misinterpreted the facts, denied relief to my father, and subsequently caused my father to be in a bus accident on way to visit the Polyclinic for the second time for the same reason of issuance of monthly medicine of not acute but chronic diseases in July 2022, followed by ICU admission three days later.

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<sup>9</sup> RTI Reply from R.C. Kolkata dated 10<sup>th</sup> Oct 2022.

When I shall be meeting the Director R.C. Kolkata face to face, on request of the M.D., I shall not be able to stop myself from vehemently inquiring and leading the Director on every issue that annoyed me and became reasons for my father's suffering and dismay. Or simply put, why does not the E.C.H.S. correctly provide the information sought in the RTI Application and brace itself for the action of an appropriate forum?

**Requisition:** Tell me, Director, do not the policies of the E.C.H.S. give permission to the beneficiaries to cry victim? The deficiency in service is escalating in many dangerous forms day by day. So unless you ----- put your heart and effort against it, your inaction will be taken by the accused as approval.

- 1) You are requested to give clear direction, afresh, to the R.C. Kolkata to process the aforesaid reimbursement claim of my father accepting the deficiency in service without demanding production of Emergency Certificate.
- 2) Direct the Officer-in-Charge of the PC Salt Lake to admit the soft copy (in the form of email attachment) of application for waiver and reimbursement that shall be submitted afresh if permitted. Hard copies of the original documents shall be submitted with reimbursement claim once requisite sanction is granted.

This is the way, the only way to compensate my father for the sufferings. What more should I expect than that my father never faces financial crises and is never discouraged FROM getting rightful medical treatment. Doing so, you will not only give a stern message to the accused doctors and others but also heal my wounded father. Thanks.

Hopefully, &c.,

Place: Dum Dum, Calcutta.

(Signed)

ANIRBAN CHAKRABORTY

*Patient-party and authorised  
representative.*

Enclosures:

(Scanned copies)

As stated in the footnotes in the  
given order.

#### **AFFIDAVIT**

I Anirban Chakraborty S/o Nk Gopal Chakraborty (Retired) aged about 35 years being an Indian citizen and in the capacity of being the offspring and the patient-party; do hereby solemnly affirm that the statements made in this complaint are true to my knowledge and the rest are my humble submissions.

ANIRBAN CHAKRABORTY

**Protected Digital copy submitted  
in PGPORTAL after authentication,  
no signature is required.**



Tele: 011-26010070  
Mil: 00000

Central Organisation, ECHS  
Integrated HQ of MoD (Army)  
Adjutant General's Branch

Army General,  
Central Organisation,  
Integrated HQ of MoD (Army),  
Adjutant General's Branch

B/49770/AG/ECHS/CPGRAMS/2022

30 Dec 2022

Shri Anirban Chakraborty  
(on CPGRAMS Portal)

**CPGRAMS NO DDESW/E/2022/02600**

1. Please refer to your DDESW/E/2022/02600 dated 09 Oct 2022.
2. It is intimated that subject case transferred to Regional Centre, ECHS Kolkata for necessary action on the subject matter vide CO ECHS mail dated 29 Dec 2022(copy attached).
3. This is for your info please.

  
(SK Gupta)  
Col  
Offg Dir (Med)  
for MD ECHS

**Encls.** As above.

**Internal**

C&L Sec

**CPGRAMS COMPLAINT REGN NO DDESW/E/2022/02600 IN R/O ANIRBAN CHAKRABORTY**

**From :** Col Sandeep Kumar Gupta <jdmed@echhs.gov.in> Thu, Dec 29, 2022 04:02 PM  
**Subject :** CPGRAMS COMPLAINT REGN NO DDESW/E/2022/02600 IN R/O ANIRBAN CHAKRABORTY 3 attachments  
**To :** P R MOHANTY <dirrckolkata@echhs.gov.in>  
**Cc :** Col Anirudh Shekhawat <dircomplaints-mod@nic.in>

Sir,

1. Copy of CPGRAMS Complaint Regn No DDESW/E/2022/02600 dated 09 Oct 2022 in r/o Anirban Chakraborty is encl herewith alongwith its enclosures.
2. You are requested to resolve the issue at your end, reply to indl under intimation to this HQ. Also process the reimbursement claim through parent Polyclinic vide CO ECHS letter No B/49770/AG/ECHS dated 28 Nov 2019.
3. An early action is requested.

Regards

**Col Sandeep K Gupta**  
Joint Director(Med)  
W&S  
Central Organisation ECHS  
-----  
**Tele-**25500070  
**Toll Free:** 1800 111 111  
**www.echhs.gov.in**

- 
- **Cpgram of Nk Anirban C.pdf**  
266 KB
  - **35 ADVISORY WAIVERS AND SANCTIONS (1).pdf**  
398 KB
  - **DDESW\_E\_2022\_02600.pdf**  
2 MB
-

**NK GOPAL CHAKRABORTY**



DOB : [REDACTED]

DOM : 21 01 2012

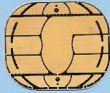
[REDACTED]

GENERAL



Toll Free : 1800 444 445

**Ex-Servicemen Contributory Health Scheme**



If found please return to

[REDACTED]  
[REDACTED]

- Fraudulent use will lead to cancellation of cards.
- In case of emergency contact nearest polyclinic within **48 Hrs.**

Support : SourceDOTcom Pvt Ltd. [REDACTED]



# EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME

## REFERRAL FORM Polyclinic : SaltLake (Kolkata)

### Patient Registration

Claim ID.	5703061	Referral No.	BMB/644/07/2016
Date of Issue	19/07/2016	Validity Upto	18/08/2016
No. Of Session Allowed	1		

### Patient & ESM Information

Name of Patient	GOPAL CHAKRABORTY	Age	53
Gender	Male	Relationship with ESM	Self
Service No		Registration No	
ESM Name	NK / LD GOPAL CHAKRABORTY	Force Type	

### Brief Clinical History

Hypertension	
Diabetic	
Heart	
Chronic Obstructive Pulmonary Disease (C O P D)	
Bronchial Asthma	
Sexually Transmitted Disease (S T D)	
Alcohol/Drugs Intoxication	
Other Disease	

### Clinical Findings

Blood Pressure (B P)	
Cardio Vascular System (C V S)	
Respiratory System (R S)	
Abdomen	
Central Nervous System (C N S)	
Other	


### Provisional Diagnosis

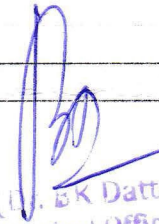
NON ENHANCING LESION LLL
--------------------------

Admission			
Investigation	AS REQUIRED		
Consultation for	OPD FOR CONSULTATION OF CHEST PHYSICIAN.		
Referred to	B M Birla Heart Research Centre		
Attendant Reimbursement	No	Travel Reimbursement	No
Polyclinic Remarks	NON ENHANCING LESION LLL		

Place: SaltLake (Kolkata)

Dated: 19/07/2016

  
COL SK MOOKHERJEE (RETD)  
Signature of Officer In Charge with Stamp

  
(Dr. SK Datta)  
Medical Officer  
CHEST PHYS. CH (EC)  
ECHS Polyclinic Salt Lake  
Signature of Medical Officer with Stamp

i) In case the patient needs admission more than the dates mentioned above, please take approval from the ECHS Polyclinic well in time on permission for further hospitalisation.

ii) Please treat the patient for empanelled facilities only

Choice of Hospital

Patient Signature

Allow credit for  
OPD consultation  
& investigation  
29/7/16

29<sup>th</sup> July 2016

**Col S K Mukherjee**  
**Officer In Charge**  
**ECBS Polyclinic Saltlake**

**Sub: Fresh NABH Certificate of B M Birla Heart Research Centre**

Dear Sir,

This is to inform you that we have received a fresh NABH certificate which is w.e.f October 30, 2015 to October 29, 2018.

As per the New NABH Certificate, we have a scope of service for Cardiology and Cardio Thoracic Surgery Treatment along with cardiac investigations facilities available in our hospital. We do not have the scope of Service as Chest Physician Consultation as per NABH Certificate which is attached herewith for your ready reference.


Hence, we would request you to communicate your doctors and other officials for not referring patients for Chest Physician Consultation on credit basis in OPD.

In case you have any further query please feel free to contact undersigned.

Thanking and assuring you the best of our services always.

Yours Sincerely

**For B M Birla Heart Research Centre**

  
**Siddhartha Nandy**  
**Manager – Growth & Development**





Tele : \_\_\_\_\_  
NIC-mail – [saltlaker@echhs.gov.in](mailto:saltlaker@echhs.gov.in)

ECHS Polyclinic, Salt Lake

PC127/ECHS/Ex NK Gopal/Re imb/22

30 May 2022

Regional Central ECHS  
HQ Eastern Command

**AN APPLICATION FOR PROVIDING WAIVER AND FULL  
RE-IMBURSEMENT OF THE COST OF TREATMENT**

Please find enclosed an application submitted by Ex NK Gopal Chakraborty pertaining waiver and full re-imbursement of the cost of treatment and tests done in non empanelled medical facilities on account of deficiency in service in the ECHS is fwd herewith for your further necessary action.

  
Lt Col Vidyut Mukherjee (Retd)  
Officer-In-Charge  
ECHS Polyclinic Saltlake

Lt Col Vidyut Mukherjee (Retd)  
OIC Polyclinic

**Encls** : As above.

**Copy to:-**

Anirban Chakraborty  
S/o NK Gopal Chakraborty (Retd)  
2 No Motilal Colony, P.O. Rajbari Colony  
Calcutta-700081(WB)





Regional Centre ECHS  
HQ Eastern Command

Jun 2022

## AN APPLICATION FOR PROVIDING WAIVER AND FULL RE-IMBURESEMENT OF THE COST OF TREATMENT

1. Ref your letter PC 127/ECHS/Ex NK Gopal/Re-imb/22 dt 30 May 2022.
2. On scrutiny of the medical docus it is obsd that the Emergency Certificate issued by the treating hospital not found att. You are requested to fwd the same for taking up case.
3. Docus recd vide your letter under ref are returned herewith unactioned.

(Pallabhi Konar)  
Col  
Jt Dir (HS)  
for Dir

**Encls:-** As above.

Copy to

Anirban Chakraborty  
(Email – anirban.chakraborty@gmail.com)

- For info.



---

## Reminder: Urgent clarification sought in respect of RC Kolkata's letter no. 202711/Waiver/Med dated 11th June 2022, for sending legal notice.

1 message

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**P R MOHANTY** <dirrckolkata@echhs.gov.in>

Mon 27 Jun, 2022 at 12:00

To: DELETED@gmail.com

Cc: Lt Col Vidyut Mukherjee (Retd) <saltlake@echhs.gov.in>, Lt Col SC Katoch <shqkolkata@echhs.gov.in>, Col A C Nishil <dirmedechhs-mod@nic.in>, Col Anirudh Shekhawat <dircomplaints-mod@nic.in>, MAJ GEN NR INDURKAR SM <mdechs-mod@nic.in>, Shri Naresh Chander Pasi <us-we@desw.gov.in>

Dear beneficiary,

1. Ref your mail dt 23 Jun 2022.

2. An Emergency Certificate is also required for the Second Application for Reimbursement. We had written/initiated to the PC Salt Lake for both the Claims. Probably you would have received one only, but for both the cases Emergency Certificate is required. These are mandatory documents which has to be submitted to the Polyclinic and it has to be vetted by the Polyclinic for correctness. Then they are processed for sanction by the competent Authority, which might be the Regional Centre or The Central Organisation ECHS at Delhi(CO ECHS).

3. Hence you are requested to get in touch with your PC for necessary documentation.

Regards

with best wishes

**Director ECHS RC Kolkata**

**Ex Servicemen Contributory Health Scheme**

**HQ Eastern Command**

DELETED

**Central Org - Toll Free- DELETED**

[Quoted text hidden]



Tele No :   
Fax –   
[dirrckolkata@echhs.gov.in](mailto:dirrckolkata@echhs.gov.in)

**REGD SDS/ E-MAIL**

Regional Centre ECHS  
HQ Eastern Command

202771/Re-imb/Med

31 Dec 2022


Nk Gopal Chakraborty (Retd)  
2 No. Motilal Colony,  
PO - Rajbari Colony  
Kolkata - 700081

**LONG PENDING APPEAL CPGRAMS COMPLAINT REGN NO DDESW/E/2022/02600  
IN R/O ANIRBAN CHAKRABORTY**

1. Refer your CPGRAMS Complaint registration No : DDESW/E/2022/02600 dated 09 Oct 2022.
2. Present status of all Claims submitted by Nk Gopal Chakraborty (Retd) are as under :-

S No	Claim ID	Amount	Remarks
(a)	23145526	726.00	Approved for settlement on 26 Nov 2022.
(b)	23034091	4060.00	Approved for settlement on 21 Nov 2022.
(c)	22907346	3907.00	Approved for settlement on 09 Nov 2022.
(d)	22907391	2809.00	Approved for settlement on 09 Nov 2022.

3. The amount will be credited in your account on receipt of fund from CO ECHS.
4. For your information please.

  
(Pallabhi Konar)  
Col  
Jt Dir (HS)  
for Offg Dir

**Copy to:**

Central Organisation ECHS (Claims)  
Adjutant General's Branch  
IHQ of MoD (Army)

} for info pl.



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## Very urgent: A letter, in advance, requesting sanction for reimbursement, in CGHS/ECHS rate, of the expenditure for physiotherapy.

1 message

---

**Gopal Chakraborty** <DELETED@gmail.com>

Mon, 2 May 2022 at 13:16

To: P R MOHANTY <dirrckolkata@echhs.gov.in>, MANAGING DIRECTOR ECHS <MDECHS-MOD@nic.in>

Cc: Lt Col Vidyut Mukherjee (Retd) <saltlake@echhs.gov.in>

To,  
The Managing Director,  
C.O. E.C.H.S.,  
New Delhi

Respected Official,

I received one phone call from RC Kolkata today, 11:48AM (81DELETED), and the calling official made it clear that even if my father submits a signed application for the needful, the request would be rejected.

I tried to make that official understand that the health condition of my father is poor and doing journey to the CH(EC) daily for 3 weeks is risky and could result in emergency situation.

That official said either get physiotherapy done on payment from nearest non empanelled medical facility without reimbursement or get physiotherapy from CH(EC) and if the health of my father worsens during journey and emergency occurs then the ECHS would reimburse the expenditure for emergency treatment from non empanelled hospital.

I know that prevention is better than cure, but the attitude of that official is just the opposite. Why make the beneficiaries to suffer and to aggravate their conditions so that a non emergency condition turns into an emergency situation in dummy mode of ECHS?

This kind of attitude of the official or policy of the ECHS towards the beneficiaries is a serious issue, and it is needed to be addressed by you in the capacity of being the adjudicating official in quasi judicial matters.

I asked that official to give in writing by email whatever it said verbally, but the official declined to do so. That is why I am forced to write this summary letter for proper documentation.

I hope you will clarify the stand of the ECHS in this regard as soon as possible at your convenience.

[Quoted text hidden]  
[Quoted text hidden]





Tele No : \_\_\_\_\_  
Fax – \_\_\_\_\_  
[dirrckolkata@echhs.gov.in](mailto:dirrckolkata@echhs.gov.in)

**REGD SDS/E-MAIL**

Regional Centre ECHS  
HQ Eastern Command  
\_\_\_\_\_

202771/CPGRAMS/Med

06 Aug 2022

Anirban Chakraborty  
s/o Nk Gopal Chakraborty (Retired) (Army)  
2 No. Motilal Colony, PO-Rajbari Colony  
Kolkata, West Bengal-700081  
(Email- \_\_\_\_\_@gmail.com)

**CPGRAMS GRIEVANCE REGISTRATION NO : DDESW/E/2022/01813**

1. Refer your CPGRAMS Grievance No DDESW/E/2022/01813 dated 10 Jul 2022.
2. Your complaint has been examined by this office and the matter has been discussed with Stn Cell ECHS Kolkata and ECHS Polyclinic Salt Lake. Brief outcomes of the case is as under :-
  - (a) Comments of the doctor on the complaint indicate that the medication prescribed by Dr Saurav Sinha is as per the requirement of the individual and protocol of ECHS treatment process. Calcium supplement additives can only be prescribed in case they are available on MMF of polyclinic and on their inventory. They are not mandated to be procured by local purchase and provided to the beneficiary. Appropriate alternative drug in inventory have been provided to the Patient.
  - (b) The balance of the charges in complaint appear delusionary since the polyclinic staff denies occurrence of any such incident. The charges also do not pertain to the treatment process required by the patient. Hence they do not merit any attention. The patient has been explained the protocol of treatment management in as much detail and as per the requirement of the treatment process within ECHS protocols.
  - (c) The complainant appears to not have adequate knowledge on the ECHS treatment process and protocols which are quite explanatory and straight forward. Hence the misunderstanding of complainant appears to have exhibited aggressive allegations.
3. In view of the above, your grievance pertaining to this office may be treated as addressed and closed.



(SK Ray)  
Lt Col  
Jt Dir (Est)  
for Dir

**Copy to:-**

Dir (Complaints)  
Central Org ECHS

Jt Dir (Complaints & Litigation)  
Central Org ECHS

for info pl.